

ABSTRACT OF THE DISCLOSURE

[0052]

A method for retaining a customer of a service provider, such as a cable company. The method includes the steps of receiving information from the provider regarding the customer; performing a first visit to a customer location; providing a warning for the customer if it is not at the location at the time of the first visit; and performing a second visit to the location. If at first or second visit the customer pays an owed amount, the services are not discontinued. If, however, the customer is not at the location at the second visit, or the customer indicates a desire to terminate services at either visit, the services are discontinued and the customer is provided a notice informing it how to reconnect to the services. The warning and the notice preferably include personalized messages.

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